

Avoiding Image Errors With Mobile Deposit

Occasionally, you might receive error or warning messages when capturing or submitting images. In most cases, replacing the image will resolve these issues.

To replace an image, simply tap the 'back' button to retake the image. You do not need to retake both images if there is a problem with only one of them. Once identified image issues are resolved, you will be able to submit your deposit.

Possible image errors include:

- **Folded Corners**—The check has a folded corner, or improper lighting has caused missing information at one or more of the corners.
- **Excess Skew**—The check image is not properly aligned. Line up the guidelines correctly, then retake the image.
- **Image Too Light/Too Dark**—Increase/decrease the lighting and retake the image.
 - NOTE: If a check image consistently receives an Image Too Dark or Image Too Bright error, you can use the brightness slider when taking the picture.
- **Below/Above Minimum Size**—The check file size is too small or too large. Retake image.
- **Image Too Small/Too Large**—The check may have been too far from or too close to the camera. Line up the guidelines correctly, then retake the image.
- **Excess Spot Noise**—The image contains pixels that affect readability. Retake the image.
- **Back Image Not in Scale**—The size of the back image is not correct compared to the front image. Line up the guidelines correctly, then retake the image.
- **Phone Camera Needed**—No camera is detected on the device you are attempting to use.

Mobile Deposit may also alert you if important information appears to be missing on your image, or the information on the image cannot be read. If the information is not present or illegible, retake the image. If the information appears present and clearly legible, you may continue. NOTE: If the information cannot be read during a manual review, your deposit may be delayed.

Here are some warning messages you may see:

- **MICR Usability**—The numbers (bank routing number, account number, check number) along the bottom of the check could not be read accurately.
- **Date Missing**—The check date could not be located on the image.
- **Signature Missing**—The payor signature could not be located on the image.
- **Payee Name Missing**—The name of the check recipient could not be located on the image.
- **Payor Name Missing**—The name of the check writer could not be located on the image.

If you encounter any image issues that cannot be resolved, or have any questions, please contact Busey Customer Support through live chat, secure email, by phone at 217.365.4544 or toll free at 800.671Busey.